**Medical Receptionist Administrator**

**Person Specification**

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| **Qualifications** | **Essential** | **Desirable** |
| GCSE Grade 4 or above in Maths and English (or equivalent) | ✓ |  |
| A demonstrable commitment to personal development  | ✓ |  |
| NVQ in Business administration/Customer Service or proven experience |  | ✓ |

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| **Experience** | **Essential** | **Desirable** |
| Prior experience of working in a NHS environment |  | ✓ |
| Experience of working in a reception role |  | ✓ |
| Experience of working with the general public | ✓ |  |
| Experience of working within a team | ✓ |  |

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| **Knowledge and Skills** | **Essential** | **Desirable** |
| Knowledge of EMIS Web clinical system |  | ✓ |
| IT Skills (including Microsoft Office Suite) | ✓ |  |
| Excellent communication skills (Written and Oral) | ✓ |  |
| Ability to work as part of a multi-disciplined team or as an individual | ✓ |  |
| Ability to adhere to policy, procedures and guidance | ✓ |  |
| Problem solving and analytical skills | ✓ |  |
| Good interpersonal skills | ✓ |  |

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| **Personal Attributes** | **Essential** | **Desirable** |
| Caring and Compassionate | ✓ |  |
| Reliable | ✓ |  |
| Flexibility of working hours | ✓ |  |
| Ability to adhere to confidentiality rules | ✓ |  |
| Able to work under pressure in an ever changing environment  | ✓ |  |
| Articulate with attention to detail | ✓ |  |
| Proven personal development record | ✓ |  |